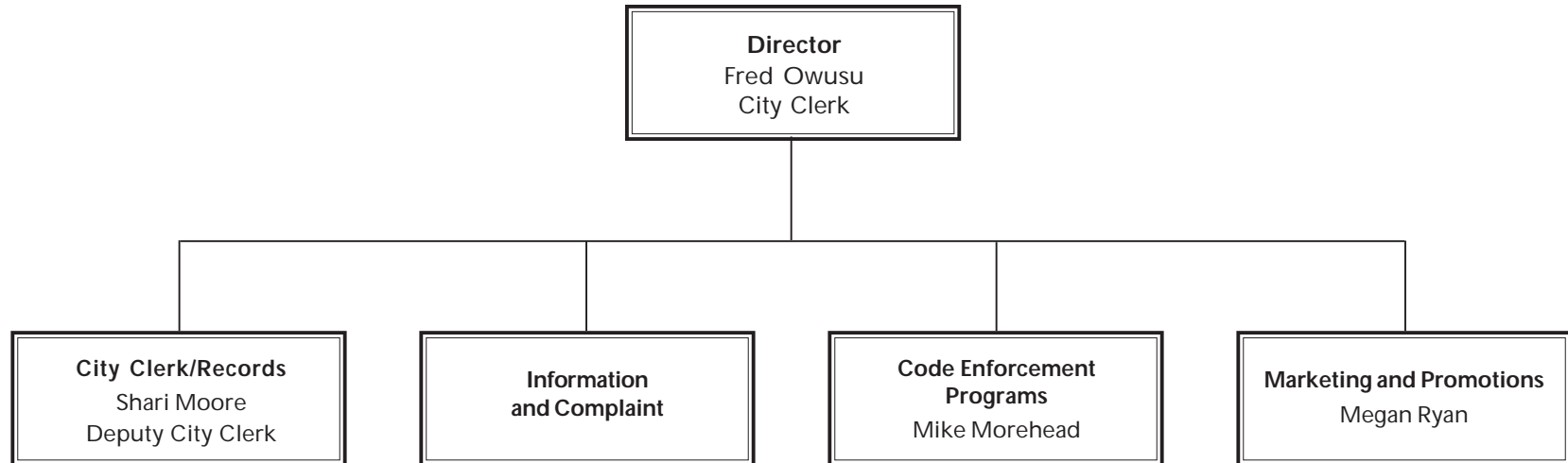


Citizen Service Office

Mission Statement

The Citizen Service Office consists of four divisions: City Clerk Records; Marketing & Promotions; Code Enforcement Programs; Information and Complaint. Together, the employees of the Citizen Service Office maintain Saint Paul's official recorded history, promote its vitality and diversity, identify proactive solutions to correct code violations, and help resolve citizen issues related to city services by serving as advocates and liaisons.

Citizen Service Office



Citizen Service Office

DEPARTMENT/OFFICE DIRECTOR: FRED OWUSU

	1999 2ND PRIOR EXP & ENC *	2000 LAST YEAR EXP & ENC *	2001 ADOPTED BUDGET	2002 MAYOR'S PROPOSED	2002 COUNCIL ADOPTED	ADOPTED CHANGE FROM MAYOR'S PROPOSED	2001 ADOPTED
SPENDING APPROPRIATIONS							
001 GENERAL FUND	2,987,791	2,996,843	3,402,501	3,321,637	3,315,637	6,000-	86,864-
040 PROPERTY CODE ENFORCEMENT	654,348	543,689	754,306	770,778	770,778		16,472
TOTAL SPENDING BY UNIT	3,642,139	3,540,532	4,156,807	4,092,415	4,086,415	6,000-	70,392-
SPENDING BY MAJOR OBJECT							
SALARIES	1,988,346	1,867,490	2,109,568	2,146,759	2,146,759		37,191
EMPLOYER FRINGE BENEFITS	563,898	552,657	587,963	626,915	626,915		38,952
SERVICES	962,405	1,055,243	1,319,706	1,228,007	1,228,007		91,699-
MATERIALS AND SUPPLIES	28,400	63,222	39,139	53,084	53,084		13,945
MISC TRANSFER CONTINGENCY ETC	372	1,920	53,581	6,500	500	6,000-	53,081-
DEBT							
STREET SEWER BRIDGE ETC IMPROVEMENT							
EQUIPMENT LAND AND BUILDINGS	98,718		46,850	31,150	31,150		15,700-
TOTAL SPENDING BY OBJECT	3,642,139	3,540,532	4,156,807	4,092,415	4,086,415	6,000-	70,392-
		2.8-%	17.4 %	1.5-%	.1-%	.1-%	1.7-%
FINANCING BY MAJOR OBJECT							
GENERAL FUND	2,987,791	2,996,843	3,402,501	3,321,637	3,315,637	6,000-	86,864-
SPECIAL FUNDS							
TAXES							
LICENSES AND PERMITS	3,150	2,850					
INTERGOVERNMENTAL REVENUE							
FEES, SALES AND SERVICES	450,624	91,930	230,000	230,000	230,000		
ENTERPRISE AND UTILITY REVENUE							
MISCELLANEOUS REVENUE							
TRANSFERS	311,790	316,996	530,000	542,102	542,102		12,102
FUND BALANCES			5,694-	1,324-	1,324-		4,370
TOTAL FINANCING BY OBJECT	3,753,355	3,408,619	4,156,807	4,092,415	4,086,415	6,000-	70,392-
		9.2-%	21.9 %	1.5-%	.1-%	.1-%	1.7-%

Budget Explanation

Major Changes In Financing and Spending

Creating the 2002 Budget Base

The 2001 adopted budget was adjusted to set up the base for the year 2002. The department budget was increased for the anticipated growth in 2002 for salaries and fringes related to the bargaining process. A spending cap was imposed on the department's adjusted general fund budget to limit the growth of government spending and to avoid an increase to the city's property tax.

Department Proposals

In order to meet the targeted base budget, the department made minor reductions in various spending line items as well as the elimination of a position which is currently vacant.

Mayor's Recommendations

In preparing the 2002 proposed budget, the mayor recommended accepting the department proposals contained in the submitted budget., with these exceptions:

- Adding \$6,000 in a contingency code for unemployment compensation costs.

Council Actions

The City Council adopted the Citizen Service Office department budget and recommendations as proposed by the mayor, and approved the following changes:

- eliminating the \$6,000 contingency for unemployment compensation costs in this office and placing the budget authority in specified contingency in the general government accounts.

Strategic Plans

- Communicate useful information regarding city services to elected officials and the citizens of Saint Paul.
- Strengthen the city's approach to delivering city services.
- Ensure stronger collaborative partnerships with internal and external customers.
- Measure and report citizen satisfaction rate related to requests for service and responses to complaints.
- Phase in a new computerized complaint system that will be used in city offices and departments.
- Provide an educational component in our work to encourage professional and personal development.
- Ensure city public information employees stay current.
- Increase the frequency and quality of information going to city employees.
- Market and promote city events both downtown and in the neighborhoods.
- Improve the overall condition of housing by the active enforcement of the city's housing codes.
- Identify and force either the repair or the demolition of grossly substandard housing in the city through the Vacant Building program.
- Maintain quality housing through the Truth in Sale of Housing program.
- Complete licensing and inspection of duplex and single family rental properties as a means of controlling and improving this category of buildings in the city.
- Maintain and improve the appearance of the city through the removal and prevention of graffiti and related vandalism.